

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**CLAIMS COORDINATOR  
FINANCE DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs a variety of clerical-administrative and/or technical program assistance work to support the activities of the Risk Management Department and to process and file a variety of automobile accident, personal injury, and property damage claims. Employee reports to the Risk Management Director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for administering and processing a variety of claims related to City risk management functions. Responsibilities include investigating claims, documenting property damage, authorizing payments, monitoring insurance records and bonding requirements. Employee also performs general office work such as filing, operating copying machines and computer terminals, and answering the telephone. Work assignments are performed in accordance with established procedures, but require some independent judgment, discretion and confidentiality in completing assignments and dealing with other employees and the general public. Work is performed under general supervision of the Risk Management Director and is evaluated through observation and review of work performed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Processes a variety of claims related to City risk management functions to include automobile, personal injury and property damage claims.

Investigates claims by contacting clients via telephone or mail to obtain documented information regarding the claims; discusses settlement terms with clients and prepares related paperwork.

Photographs property damage and other scenes to provide additional documentation for processing claims.

Authorizes payment and prepares paperwork for minor automobile, personal injury and property damage claims.

Composes and prepares a variety of insurance-related documents and correspondence relative to employees, departments, insurance companies, and the general public.

Files recovery claims with various insurance companies and individuals for damage to City property.

Reviews City contracts for the necessary insurance requirements; makes associated recommendations to the Risk Manager.

## **CLAIMS COORDINATOR**

Deposits refunds and maintains records related to group insurance.

Works with the Parks, Recreation & Cultural Arts Department and Bele Chere Committee regarding the insurance requirements of vendors.

Interacts with legal counsel on cases in which claimants have filed suit.

Monitors and maintains insurance policies and records regarding the City's Property and Excess Liability insurance.

Monitors and maintains records of insurance and bonding requirements mandated by City contracts.

Provides specialized technical information in response to inquiries from the public; assists public in locating desired information and materials, and in the full utilization of departmental services; refers inquiries to appropriate staff, as necessary.

Composes and types a variety of insurance related documents and correspondence relative to employees, departments, insurance companies, and the general public.

Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.

Screens and routes materials according to content of communications; routing duties require detailed knowledge of organizational operations and individual staff member's assignments and status of work.

Answers questions from employees or the public concerning policies, procedures or deadlines; explains the use of records or information.

Attends meetings, hearings, or conferences as a participant or as staff.

Administers assigned special, recurring or regular projects; completes reports as needed.

Files and retrieves materials based on full knowledge of organization and activities.

Summarizes information for standard reports; selects data from varied sources.

Maintains departmental personnel, financial, and/or activity records; acts as a point of contact for the department served and provides information or refers inquiries to proper personnel.

Composes and types a variety of insurance related documents and correspondence relative to employees, departments, insurance companies, and the general public.

## **ADDITIONAL JOB FUNCTIONS**

Performs other related work assignments as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of the organization and function of the area of assignment.

Considerable knowledge of the Department's organization and operational policies and procedures.

Considerable knowledge of the ethical guidelines applicable to the position as outlined by professional organizations and/or federal, state or local laws, rules and regulations.

Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

## **CLAIMS COORDINATOR**

General knowledge of the principles and practices of modern office management including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs.

General knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Skill in organizing work flow and coordinating activities.

Skill in the operation of typewriters and computer-driven data entry equipment.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to exercise tact and courtesy in frequent contact with City employees.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree in secretarial sciences, business administration or a related field and 2 to 3 years of related experience, and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

## **CLAIMS COORDINATOR**

Salary Grade 12